



Policy: 1101
Procedure: 1101.03
Chapter: Communications
Rule: Telephone Service Requests

Effective: 12/05/06
Replaces: 1101.03
Dated: 12/08/97

Purpose:

All telephone services for the Arizona Department of Juvenile Corrections (ADJC) shall be coordinated through the Support Services Division. Only those services necessary to fulfill assigned state agency responsibilities shall be approved.

Rules:

1. The **ASSISTANT DIRECTOR OF SUPPORT SERVICES OR DESIGNEE OR SECURE FACILITY BUSINESS MANAGERS** shall have sole responsibility for initiation of contact with DOA Telecommunications or Quest Communications regarding telephone services for their respective areas.
 - a. The **ASSISTANT DIRECTOR OF SUPPORT SERVICES OR DESIGNEE** shall authorize and request all Central Office (CO) and Parole Office(s) telephone services;
 - b. The **SECURE FACILITY BUSINESS MANAGER** shall authorize and request all secure facility telephone services.
2. The **ASSISTANT DIRECTOR OF SUPPORT SERVICES OR DESIGNEE OR THE RESPECTIVE BUSINESS MANAGER** shall authorize all requests for telephone service installations, alterations, or abandonments, as stated in 1.a. and 1.b. above, except emergency repair needs.
3. **EMPLOYEES** shall request only basic phone services unless the request for special features has been fully explained and documented by the requestor and has been approved by the Assistant Director of Support Services or the respective Business Manager.
4. Any **EMPLOYEE EXPERIENCING DIFFICULTIES**, i.e., static lines, continued disconnection of lines, caller unable to hear speaker response, etc. shall report emergency repair needs directly to AzNet Telecom Services at (602)364-4444;

Effective Date:	Approved by Process Owner:	Review Date:	Reviewed By:
12/05/2006	Patti Cordova		